

ABSTRACT OF THE DISCLOSURE

A method and mechanism for communicating an alarm in a computer network is provided. An alarm system enables a MSP to accurately determine which device within a computer network is associated to a received alarm. Initially, an event is detected on a device on the computer network. An alarm is propagated to an alarm identification component. The alarm identification component augmenting the alarm with identification information to result in creating an augmented alarm. Thereafter, the augmented alarm is transmitted to a network operations center for the computer network. The network operations center may process the alarm using the additional information in the alarm. Accordingly, using the augmented alarm, the MSP is able to accurately determine the identity of the originating device, regardless of whether the customer site of the originating device uses NAT or a private IP addressing scheme.